

Job Title:	Business Analyst II (Engineering)
Job Description Number:	1115
Department/Division:	Public Works/Engineering
Exemption Status:	Exempt
Pay Grade:	107
Immediate Supervisor:	Engineering Services Manager
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Use business analysis to understand business processes and workflows of customers, document those business processes and workflows, use the knowledge gained from the analysis to configure the workflow, implementation of workflow by providing user motivation and training, ongoing workflow administration by maintaining system and providing technical support to users. Provide application support and training in Cityworks, Sungard software, Adobe software, and Microsoft Office suite for the Engineering Division and its Bureaus. Provide general help desk support on inquiries before escalating to the help desk. Manage and perform quality control on PERTS system. Manage file archiving project. Supervise, train and assist the Engineering Administrative Assistant II. Continue to acquire the knowledge and skills needed by attending workshops, training sessions, and other educational offerings; stay up-to-date with changes and advancements in technology, software, and industry standards.

Essential Functions:

Permit Tracking System/Archival (45%): Login subdivision and abandonment applications and keep reoccurring tasks throughout the entire application process. Manage and perform quality control on PERTS, which involves site grading, plats, single family, wastewater files and other non-specific files. Input data into PERTS as needed. Manage the archival process which involves reviewing, retrieving, sorting, and scanning of boxed, miscellaneous flat files that pertain to the permit tracking system, for final closure of each file.

Support (25%): Provide application support and training for the use of PERTS, Cityworks, Sungard software, Adobe software and Microsoft Office suite for the Engineering division and its Bureaus. Attend training classes to learn new software for support purposes. Provide general support on phones, cellphone, computers, tablets, projectors and printers before escalating to the Help Desk. Be the liaison for the Engineering division, vendors and IT on ordering new equipment and make technology suggestions that would benefit the division.

Processes (20%): Provide workflow analysis, document existing workflows, and determine methods to improve efficiency and productivity. Create PDF forms for use by the public and internal customers to streamline permit and application processes. Write procedures and user guides that document processes using various software and systems. Provide training and develop training materials.

Supervision (5%): Supervise Admin Assistant II (Engineering) by training, scheduling work, and monitoring work for accuracy, quality, and thoroughness. Ensure Admin Assistant II (Engineering) provides highest level of customer service to both internal and external walk-in and phone customers. Prepare performance evaluation.

CityWorks & Sewer Availability Applications (5%): Data entry of service requests that come from either CityWorks (work management system) itself or from the Engineers that may receive requests from residents. Such requests may be pertaining to floodplain, sewer availability letters, sidewalk, road resurfacing, right of way inquiries, etc. Process Sewer Availability applications that come from online form. Prepare map, letter and application for Assistant Engineer – Environmental engineer's review and approval. Reply to applicant with application package. File in electronic filing system.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

Physical Demands: Continuously requires standing, fine dexterity, walking, carrying, reaching, handling, pushing/pulling, vision, hearing, and talking. Frequently requires lifting, sitting, balancing, bending, and crouching. Occasionally requires kneeling, climbing, and twisting. Rarely requires foot controls.

Machines, Tools, Equipment, and Work Aids: Telephone, cell phone, fax machine, calculator, copier, printer, scanner, plotter, projector, and motor vehicle.

Computer Equipment and Software: PC, laptop, external hard drives, printer, scanner, copier. WebXtender, MS Office Professional Suite (Word, Access, Excel, PowerPoint, Outlook), HTE/Naviline, GIS MapIt system, CityWorks, Acrobat Professional, PERTS system, Scanbase/Plotbase, and Java.

Working Conditions

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Factors: None.

Health and Safety: None.

Primary Work Location: Office Environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, and tedious or exacting work. Occasionally requires time pressures and noisy/distracting environment. Rarely requires emergency situations.

Job Requirements

Formal Education: Bachelor's degree or equivalent in Administrative Science, Business Management, Computer Science or an Information Technology related field is required. Additional training, especially in Microsoft Office programs, Adobe Acrobat, or HTE/Naviline is preferred.

Experience: Over four years of experience demonstrated proficiency in at least one (1) technical component such as requirements gathering (interview techniques, questionnaires), requirements analysis (documentation: sequence, activity, state, or diagrams; prioritization, cost/benefit gap, traceability analysis), business process re-engineering (current/future process/data flows, time studies) or project management. Demonstrated expert PC skills including proficiency with all Microsoft Office Professional applications. Some Managerial experience is preferred.

Driver's License Required: Class D South Carolina license.

Certifications and Other Requirements: None.

Job Demands

Reading: Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Advanced Level: Ability to write policies, contracts, speeches, formal presentations, and/or technical and legal documents and correspondence.

Human Collaboration Skills: Work may require providing basic information to others outside direct reporting relationships on procedures or general policies. Contact may require the consideration of different points of view to reach understanding and gain cooperation and acceptance of ideas. Work has a high impact on the organization. External contacts include vendors, citizens, contractors, engineers, developers, attorneys, paralegals, surveyors, and architects. Internal contacts include Building Codes, Traffic Engineering Bureau, Public Works, Legal, City Manager's Office, Economic Development, Greenville Cares, Community Development, Building Services, and Planning and Development.

Management and Supervision: Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line

supervisor typically performs these functions. Semi-complex scope of supervision. This position is responsible for supervising the positions of Administrative Assistant II-Engineering.

Technical Skill: Advance Skill: Work requires advanced skills and knowledge in approaches and system, which affect the designs and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. Advanced application: Consequences of work affect large groups as well as the customer-base at large.

Fiscal Responsibility: Position does research for budget forms and requests, prepares draft documents, and oversees non-discretionary expenditures for a specific program, grant, or project.

Freedom to Act and Impact of Action

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.